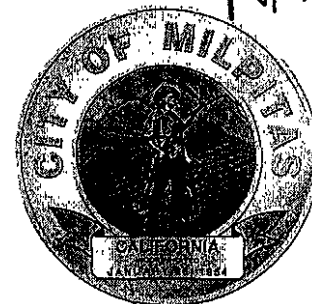


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# MEMORANDUM

## City Hall Project

**To:** Honorable Mayor and City Council  
**Through:** Thomas J. Wilson, City Manager  
**From:** Greg Armendariz, Project Manager  
**By:** Mark Rogge, Assistant Project Manager  
**Subject:** Civic Center Security Patrol  
**Date:** January 7, 2003

### INTRODUCTION

The City has a beautiful new City Hall and improved Civic Center and Veteran's Memorial Park. The City Council has expressed great interest in making sure the improvements are maintained at a high level of quality, and protected from damage, providing a place where the community feels safe. In this regard staff advertised for proposals, evaluated several responses and now recommends awarding a contract to continue security services for the Civic Center Plaza, encompassing the grounds of the City Hall, Community Center, Library, Veterans' Memorial Park and other features.

Background information about the current security patrol program is provided including a review of reporting since the opening of the new City Hall. The level of service is discussed in the next section, followed by information on the selection process, and staff's recommendation.

### BACKGROUND

#### Construction Security

Nighttime security patrol has been in place at the Civic Center since December 27, 2001, during construction of the new City Hall and related improvements. Under the multiple-prime delivery system, the City, acting as project manager, accepted certain responsibility for site security. Commencing with the opening of City Hall on September 30, 2002, a daytime security patrol was added. Both of these measures were necessary and prudent to secure the premises and protect the City's interests from vandalism that could damage the facility and possibly compromise the contractual relationship the City had with its multiple prime contractors. Security personnel played a key role in reducing damage caused by one contractor that could have resulted in additional cost to the City for corrective work by the same or other contractors. Security personnel also protected the City from outside vandalism, or injury damages that would normally be the responsibility of the prime contractor.

### Operational Security

Now that most of the construction contracts are complete staff is concerned about the security necessary to protect the new facilities and preserve the valuable assets of the City. To date the security patrol has resulted in a clean, friendly environment at the Civic Center and prevented any significant damage from occurring. This has provided several benefits:

- Maintenance personnel can focus on their ongoing roles of maintaining the facilities, without having to spend any time on corrective work to repair damage due to vandalism;
- Public Safety personnel can focus on their ongoing law enforcement roles, aided by additional eyes and ears that provide swift reporting on Police or Fire issues;
- The general public is greeted by security personnel who can provide information on meeting locations, hours of operation and direction to other facilities as requested;
- A clean and safe environment is kept ready for community use.

### Reporting Analysis

From October through December of 2002 security personnel provided daily reports of activities at the Civic Center and commented on trends in summary. Immediate reporting over radio or phone notified City staff of urgent issues that needed immediate attention. Where possible security personnel address situations or correct potential hazards. Where assistance is required, City staff is notified. This type of notification includes the following occurrences:

- Doors open after hours at City Hall, the Community Center or the Library,
- Suspicious vehicles, packages or people,
- Damage or potential damage to City property,
- Groups arriving at the Community Center earlier than scheduled or anticipated,
- Unattended or lost young children are observed until retrieved by an appropriate custodian.

Security personnel have protected the City from damage by preventing, redirecting, or advising:

- Skateboarders
- Graffiti vandals, or people carrying spray paint
- People lurking in parking lots at night
- Vagrancy, loitering
- Wading or entering ponds or water features
- Keeping people on pavement or turf, and out of gardens and plantings
- Redirecting people from playing organized sports or ballgames at the Civic Center.
- Requesting people to clean up after their pets
- Moving shopping carts out of the public view for retrieval

Reporting trends from October to December 2002 reveal several interesting facts:

- Contacts with skateboarders were very high in October and while reduced in November and December, remains a persistent potential for damage or injury. People are getting the message that skateboard damage will not be tolerated at the Civic Center, making it a less attractive "ripping" site.
- The number of people attracted to the ponds remains high and may rise as more people discover the new Civic Center. Staff expects that issues of concern about the ponds will potentially increase once warmer weather returns.

- The amount of litter and trash collection increased
- Responses to people asking for directions remains high, and seem well appreciated
- Some private events at the Community Center result in increased activity throughout the Civic Center, including additional litter; occasional arguments, fighting, and intoxicated people behaving in an unruly or unsafe manner.

In addition to these duties, other security patrol duties are listed in the attachment.

## **SECURITY PATROL LEVEL OF SERVICE**

The Request For Proposals (RFP) was based upon the attached "Tentative Schedule," which indicates hours of service representing the equivalent of four full-time people. The "Tentative Schedule" focuses coverage primarily during evenings and weekends when staff is not usually present. Patrol would begin on weekdays at 3:00 PM, which is when much activity is present, after schools let out and library traffic peaks. One-person coverage is the norm except for the midday weekend shift and during City Council or Planning Commission evenings when a second shift is added to provide additional service during these peak usage periods. A security person would be assigned to the first floor lobby of City Hall during meetings in the Council Chambers to assist the public and protect the lobby and equipment from loss.

The "Tentative Schedule" provides a high level of service and presence at the Civic Center. Staff anticipated that the schedule would be dynamic, adjusting to actual needs of the City as more experience is gained at the newly improved Civic Center Plaza. Patterns of usage will change with the seasons, events, and the public's familiarity with the site. A conundrum of park usage is that more people tend to use a facility when it feels safe and pleasant. And the presence of people pursuing positive activities tends to reduce the amount of vandalism and misuse. Whereas, locations where people are scarce tend to feel unsafe and provide opportunities for vandals and other wrongdoers. Graffiti, vandalism and certain crimes occur more in areas where the perpetrator is unseen. Therefore, an active positive presence is favorable, particularly as patterns of usage develop. Obviously security patrol schedules would be minimized where possible if experience indicates that certain times or days are less vulnerable than others.

In response to cost concerns raised by the City Council, staff revised the "Tentative Schedule" to balance cost with security coverage during the most vulnerable times. This revised schedule eliminates the late "night", early morning shift, and eliminates two-person coverage. The attached "Proposed Schedule" provides hours of service only during those times currently thought to be the most critical. Patrol would begin on weekdays at 5:00 PM, when City Hall normally closes and end at 1:00 AM. Events at the Community Center frequently end at midnight, with people often present until about 1:00 AM. Saturday coverage would begin at 10:00 AM to coincide with the Library opening and end at 1:00 AM the following morning, following normal usage patterns. Likewise, Sunday coverage would be from 12:00 Noon until 8:00 PM. Staff considers this a minimum schedule that may need to be adjusted to respond to actual usage patterns and the needs of the community. Staff would return to the City Council periodically to review the performance of the schedule, in an effort to provide the best balance between level of service and cost.

## SELECTION PROCESS

Requests for Proposals were advertised and sent to security firms expressing interest in the area. Four proposals were received. City Staff, including representatives from the Police Department, and Public Works maintenance evaluated the proposals. California Land Management (CLM) was selected as the highest ranked firm. All CLM security personnel are registered and licensed with the State of California as security guards ("guard card") and are trained and certified in cardiopulmonary resuscitation (CPR) and first aid, through the American Red Cross. CLM provides the City of Mountain View security services acting as the "Shoreline Rangers" for the 800-acre Shoreline At Mountain View regional recreational and wildlife area, and for Stevens Creek trail, and Rengstorff Park. CLM also serves the City of Palo Alto, and the City of Sunnyvale. Credentials and references were all in order and favorable. Experience in settings similar to the Milpitas Civic Center reflects positively on CLM's ability to provide excellent service to the City.

The security contract provides the equivalent of approximately 2 full-time employees. The hourly labor cost under the security contract is approximately 54% less than that of a City maintenance worker. Hours of service under the security contract can be modified to suit the needs of the City.

## RECOMMENDATION

Staff recommends authorizing the City Manager to execute a contract with California Land Management (CLM) to provide security patrol services at the Civic Center for a six-month period, in an amount not to exceed \$44,000 including a \$4,000 contingency for additional staffing, as needed. Staff recommends inclusion of a one-year extension to the contract, subject to review and approval by the City Council. Staff believes the pristine condition of the City Hall and the Civic Center Plaza and the total lack of significant damage since the opening of City Hall is a result of the presence and action of the security personnel, working in concert with City personnel. The security patrol is a cost-effective way to allow other City employees, including public safety employees, to concentrate on the main duties of their job, while providing a welcome presence to the public, keeping the Civic Center attractive, and reducing risk.

### Alternatives

One alternative would be to increase security patrol services to the hours indicated in the "Tentative Schedule" until more experience is gained with the usage patterns at the Civic Center. Staff would periodically adjust the schedule with the intent to reduce costs while minimizing risk, as usage patterns develop. The use of the area appears to be increasing as more people discover the attractiveness of the park, at all hours of the day and night. Several legitimate functions, such as bill payment and book drop-off boxes are open 24-hours per day.

Another alternative is to eliminate the security patrol at the Civic Center. Staff does not recommend this alternative since the money saved on prevention will probably exceed the cost to repair and correct damage. Additionally the time spent by City staff to address issues handled by the security patrol will dilute the focus on preventative maintenance and other ongoing maintenance duties needed to properly maintain the Civic Center.

*January 7, 2003*

Attachments:

Civic Center Security – Duties;  
Civic Center Security – Tentative Time Schedule; Proposed Time Schedule;  
Civic Center Hours of Operation

cc: Police Commander -- Berg, Maintenance Supervisor -- Loreda, Finance Director, Assistant City Manager, file

**CITY OF MILPITAS**  
**CIVIC CENTER SECURITY**

**DUTIES**

1. Walking Patrol of Civic Center Plaza
2. Greet visitors, provide directions as requested
3. Request appropriate behavior as necessary
  - a. Respect plantings - no removal, destruction, or damage to plants  
Walk on concrete paths, plazas and turf only
  - b. Respect improvements - no skateboard scratches, marring or damage
  - c. Respect buildings - no graffiti, rock throwing, ball games
  - d. Respect people - no inappropriate behavior
4. Redirect inappropriate behavior as necessary
  - a. Advise of restrictions or prohibitions
  - b. Notify Milpitas 911 for Emergency Police or Fire action
  - c. Notify Milpitas Communications for non-emergency Police, Fire, or Maintenance action
  - d. Suggest alternate sites (for ball games, skateboarding, etc.)
  - e. Advise use of waste receptacles
5. Keep the site tidy
  - a. Collect trash, litter, cigarette butts, recyclables, dispose
  - b. Sift ash receptacles, dispose
  - c. Notify Maintenance of full receptacles
  - d. Collect lost & found items, submit to information desk
6. Report
  - a. Hazards or concerns
  - b. Lights out
  - c. Damage/loss
  - d. Significant contacts
  - e. Suggestions, issues of concern
  - f. Flags condition
7. Check doors locked after use hours
  - a. City Hall  
Garage Gates
  - b. Community Center
  - c. Library
8. Assist Information/Direction for Public Meetings
  - a. City Hall Lobby guard at Public Counter during meetings in Council Chambers
  - b. Set out stanchion signs for meetings in Committee Room, and put away
  - c. Keep list of all public meetings at Civic Center and provide information
9. Protect property
  - a. Graffiti
  - b. Vandalism
  - c. Skateboard ripping
  - d. Vagrancy
  - e. People lurking in parking lots or other concealed spaces
10. Maintain Positive Presence
  - a. Uniform - well kept
  - b. Neat appearance
  - c. Obvious Patrol Presence as deterrent
  - d. Sense of security
  - e. Upbeat, positive, professional nature
11. Health & Safety
  - a. Provide Emergency Medical, Cardiopulmonary resuscitation
  - b. Keep people from wading or swimming in ponds
  - c. Advise against unsafe behavior
  - d. Prevent climbing on rails, walls, trees, etc.
  - e. Call for emergency assistance as necessary

**CITY OF MILPITAS - CIVIC CENTER PLAZA SECURITY  
TENTATIVE SCHEDULE**

### CLM Patrol Hours

[illegible]

## CITY OF MILPITAS - CIVIC CENTER PLAZA SECURITY

## PROPOSED SCHEDULE

### CLM Patrol Hours

Day	Day Shift			Evening Shift			Night Shift			Total Hours
	begin	hours	end	begin	hours	end	begin	hours	end	
Mon				5:00 PM	8	1:00 AM				8
Tue				5:00 PM	8	1:00 AM				8
Wed				5:00 PM	8	1:00 AM				8
Thu				5:00 PM	8	1:00 AM				8
Fri				5:00 PM	8	1:00 AM				8
Sat				10:00 AM	8	6:00 PM	6:00 PM	7	1:00 AM	15
Sun				12:00 Noon	8	8:00 PM				8
Contingent Hours										8
Hours/week										71



**CITY OF MILPITAS  
CIVIC CENTER PLAZA**

**HOURS OF OPERATION**

Location	Days	Open	Closed
<b>CITY HALL</b>			
	(408) 586-3000		
Normal Business	Weekdays except holidays	8:00 AM	5:00 PM
City Council Meetings	1st & 3rd Tuesdays	6:00 PM	upon completion of meeting
Planning Commission Meetings	2nd & 4th Wednesdays	7:00 PM	upon completion of meeting
Other Commission Meetings	Committee Room is open during scheduled meetings		
<b>Waterfall &amp; Jet Fountains</b>	Operate Daily from	7:00AM	10:00 PM
<b>Payment Drop-off Box</b>	Always accessible at City Hall main driveway (Milpitas Blvd.)		
<b>Utility Building</b>	Not open to the public	normally locked	
<b>Parking Garage</b>	By permit & key card only one hour before and after building hours		
<b>COMMUNITY CENTER</b>			
	(408) 586-3267		
Normal Business	Monday - Thursday	8:00 AM	7:30 PM
	Friday	8:00 AM	5:00 PM
Other Meetings	Meeting Rooms and lobby are open during scheduled meetings		
<b>Auditorium</b>	Open to public only during scheduled public meetings Auditorium is open to invited guests only for scheduled private events Events usually end no later than 12:00 Midnight		
<b>COMMUNITY LIBRARY</b>			
	(408) 262-1171		
Normal Business	Monday, Tuesday	12:00 Noon	9:00 PM
	Wednesday, Thursday	10:00 AM	9:00 PM
	Friday, Saturday	10:00 AM	6:00 PM
	Sunday	12:00 Noon	6:00 PM
<b>Book Dropoff Box</b>	Always accessible left of the Library front entrance		
<b>VETERAN'S MEMORIAL</b>			
	Always accessible at north-east corner of Civic Center		

**Civic Center Project**  
**Budget Summary**  
As of December 29, 2002

Total Civic Center Project Budget		<b>38,506,918</b>
Expended and Committed to Date:		
Expenditures paid to date (through 12/29/02)	36,656,573 (1)	
Contracts and encumbrances approved by Council	<u>1,536,467</u>	
Total Expended and Committed to Date		<b><u>38,193,040</u></b> (2)
Uncommitted Budget		<b>313,878</b>
Holds and Unboughts		<u>0</u> (3)
Remaining Project Contingencies		<b><u>313,878</u></b> (4)

(1) Represents 95.19% of total Civic Center Project budget

(2) Represents 99.18% of total Civic Center Project budget

(3) Represents 0.00% of total Civic Center Project budget

(4) Represents 0.82% of total Civic Center Project budget

**Civic Center Project #8026**  
Budget Reconciliation through 12-29-02

No.	Item	Adjusted Budget 11/19/2002	Total Expended & Committed	Available Budget
<b>1</b>	<b>Design</b>			
1A1 & A2	Studios Design & Admin.	2,327,138		
1B1 & B2	Geotech Design & Admin.	24,550		
1C1 & C2	Hazmat Design & Monitoring	57,280		
1D	Estimate	8,500		
1E	Other Consultants	83,603		
1F	Printing/Copying/Blueprinting	75,000		
1G	Topo Survey (S-H-J)	16,067		
	<b>Total Design</b>	<b>2,592,138</b>	<b>2,689,818</b>	<b>(97,680)</b>
<b>2</b>	<b>Administration</b>			
2A	City Staff Labor	3,206		
2B	City Staff Support	1,601		
	<b>Total Administration</b>	<b>4,807</b>	<b>4,953</b>	<b>(146)</b>
<b>3</b>	<b>Survey</b>			
3A	Survey	25,000		
3B	Title Work (First American)	1,050		
	<b>Total Survey</b>	<b>26,050</b>	<b>56,049</b>	<b>(29,999)</b>
<b>4</b>	<b>Inspection PM/CM</b>			
4A	Turner	2,075,115		
4B	Special Inspection	250,000		
	<b>Total PM/CM</b>	<b>2,325,115</b>	<b>2,367,233</b>	<b>(32,118)</b>
<b>5</b>	<b>Land/Right of Way</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>6</b>	<b>Buildings</b>			
6A	Prime Contractors	25,076,330	25,391,382	(315,052)
6B	Misc. Contractors	0	0	0
6C	Change Order Contingency	2,000,000	2,282,675	(282,675)
	<b>Total Buildings</b>	<b>27,076,330</b>	<b>27,674,057</b>	<b>(597,727)</b>
<b>7</b>	<b>Improvements</b>			
7A	Site Contractors	1,613,000		
7B	PG&E	14,866		
	<b>Total Other Improv.</b>	<b>1,627,866</b>	<b>1,121,060</b>	<b>506,806</b>
<b>8</b>	<b>Equipment</b>			
8A	FF&E	1,000,000		
8B	Signage	175,000		
8C	Tel/Data (NEC only)	0		
8D	Artwork	100,000		
8E	Audio Visual System	0		
8F	Other	0		
	<b>Total Equipment</b>	<b>1,275,000</b>	<b>1,248,779</b>	<b>26,221</b>
<b>9</b>	<b>Other</b>			
9A	Mall Lease (Improvements)	950,000		
9B	Tel/Data	0		
9C	Move coordination	94,250		
9D	Move Cost to Mall	54,149		
9E	Move Cost to New Bldg.	150,000		
9F	Misc. Costs	75,000		
9G	Previous Costs (Recon Amount)	116,107		
	<b>Total Other</b>	<b>1,439,506</b>	<b>1,671,246</b>	<b>(131,739)</b>
9H	Misc. Operating Costs	25,000	0	25,000
9I	Project Contingency	2,115,106	1,469,846	645,260
	<b>Project Total</b>	<b>38,506,913</b>	<b>38,193,040</b>	<b>313,873</b>

**OTHER CIPs IN CONJUNCTION with the CIVIC CENTER PROJECT**  
**SUMMARY OF BUDGET, EXPENDITURES and COMMITMENTS**  
As of December 29, 2002

Page #	CIP NO	DESCRIPTION	AMOUNT BUDGETED	TOTAL EXPENSES & COMMITMENTS	NEW CONTRACT OR NEW CHANGE ORDER FOR APPROVAL	AVAILABLE BUDGET
						AFTER NEW CONTRACT OR NEW CHANGE ORDER APPROVED
2	4140	Milpitas Blvd. Landscape	150,000	157,961	-	(7,961)
3	4194	Calaveras Blvd. Median Landscape	150,000	167,358	-	(17,358)
4	8093	Telecommunications Infrastructure	1,150,000	942,980	-	207,020
5	8109	Desktop Technology	371,852	349,298	-	22,554
6	8141	Pond Renovation	1,650,000	1,649,662	-	338
7	8142	City Hall Technology	1,500,000	1,454,435	-	45,565
8	8143	Parking Circulation Improvements	935,000	935,732	-	(732)
<b>TOTAL BUDGET RELATED TO CITY HALL</b>			<b>5,906,852</b>	<b>5,657,426</b>	<b>-</b>	<b>249,426</b>